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ARIZONA CORPORATION COMMISSION

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July 20, 2007

Ernest Johnson, Director
Utilities Division
Arizona Corporation Commission
1200 West Washington Street
Phoenix, AZ 85007

Dear Mr. Johnson:

As required by its Service Quality Plan Tariff, each quarter Qwest submits to the Commission a report which provides information relating to its service quality results. I have reviewed the report for the first quarter of 2007 and have some concerns with Qwest's performance. I believe it would be beneficial to initiate an investigation into Qwest's service quality to ensure that the Company's results have not begun to decline to the detriment of its customers. Therefore, I am requesting that Staff open a generic docket for investigation of Qwest's service quality.

Thank you for your attention to this matter.

Sincerely,

A handwritten signature in cursive script that reads "William A. Mundell".

William A. Mundell, Commissioner
Arizona Corporation Commission

cc: Chairman Gleason
Commissioner Hatch-Miller
Commissioner Mayes
Commissioner Pierce
Brian McNeil
Lyn Farmer
Chris Kempley
Heather Murphy